



ROLE DESCRIPTION

AUDIO VISUAL MANAGER

Permanent full-time

ROLE PURPOSE

The Audio Visual (“AV”) Manager plans and manages the AV, lighting and multimedia resources and technical support staff of Knox Grammar School (“the School”) to ensure the smooth running of classrooms and a wide range of school activities, events and productions including meetings and presentations, examinations, assemblies and ceremonies, gala dinners and fairs, charity events, music, dance and drama productions. Venues for these activities include indoor and outdoor environments, within the School and offsite, and in particular, the multi-purpose Knox Performing Arts Centre (“KPAC”).

The AV Manager co-ordinates additional technical support from the Drama, Music, Knox Academy of Performing Arts (“KAPA”), IT and other relevant School departments or external contractors for large events and will assist in event production and technical management where necessary. In addition, the AV Manager will oversee and act as the technical point of contact for students in the Knox Tech Crew.

ROLE RELATIONSHIPS

The AV Manager reports to the Head of IT and is a member of the School’s support team. As with all School employees, the AV Manager is ultimately responsible to the Headmaster.

The AV Manager will develop and maintain good working relationships with staff of the Drama, Music, KAPA, IT, and other relevant School departments and external contractors and will technically support the students in the Knox Tech Crew.

ROLE RESPONSIBILITIES

Classroom Audio Visual Support

- Lead and manage a team of qualified AV technicians to develop and maintain AV installations in classrooms and associated teaching spaces across the School's campuses.
- Installation and support includes (but is not limited to) audio and video systems (projectors, LCD Panels), control systems, digital signage, video conferencing, capture and live streaming of lessons/events.
- Plan, budget and oversee the installation of the infrastructure to support the AV needs of the School, in consultation with the Head of IT and other key stakeholders.
- Liaise with teachers in the use of AV in the classroom and provide guidance and professional development where required.
- Ensure AV related Help Desk tickets are allocated correctly and resolved in a timely manner.
- In conjunction with the AV technicians, act as an escalation point for the Help Desk technicians providing 2nd and 3rd level support where required.

Knox Tech Crew

The Knox Tech Crew meet twice per week as part of a formal co-curricular activity and provide AV support for a wide range of school events, including assemblies, performances, parent evenings and graduation ceremonies. The AV Manager will:

- Liaise with and support the Tech Crew Coordinators (faculty staff) in charge of the Knox Tech Crew.
- Act as the technical contact for the Knox Tech Crew, providing advice, guidance and instruction on a wide range of AV activities.
- Ensure WHS practices are followed and that the safety of the students is the first priority when operating any equipment.
- Act as a role model to students, fostering a positive atmosphere and assisting in problem prevention and solution when necessary.

Event & Technical Support Management

- Lead and manage a team of qualified AV technicians to provide appropriate technical support to event organisers for school events and productions, on campus and offsite.
 - Ensure the School's theatres and other designated venues are "event ready" at specified times with the required resources and available manpower.
 - Act as a technical facilitator between the event organiser, Operations, IT, Drama, Music, KAPA and any other relevant School department or personnel to ensure an event is properly managed, technical expectations are realistic and that the event runs smoothly.
 - Understand and plan the technical and production requirement for each event and performance. Carry out the preparation, setup and dismantling of AV lighting and staging, in liaison with the other AV technicians and resource providers, both internal and external (contractors).
 - Plan and monitor the working schedule of the AV technicians, and supervise the work performance to ensure the work delivered meets standard and expectation.
 - Plan and provide general and technical expertise and training to users when required.
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- When necessary, effectively operate the AV and lighting control equipment in the designated venues and the performance hall. Show creative and technical competence in lighting design, setup and plotting, and sound setup and mixing.
 - Conduct the training of AV and lighting operation to staff & students who need basic understanding and practical sessions on the proper setup and control of this equipment.
 - Supervise the authorised usage of AV and lighting equipment and ensure users adhere to professional code of conduct and practice.

AV Department Management

- Plan and manage the administration of the AV department, such as areas pertaining to documentation and filing of technical papers, project and event co-ordination, procurement and contract, and other relevant business matters.
 - Delegate tasks to the AV Technicians, to assist in managing of classrooms, events and show productions, maintaining an overview of resource allocations and work schedules.
 - Generate and track the annual budget and expenditure for the development and operation of the classroom and performance spaces.
 - Plan and specify purchases and prepare procurement proposals as appropriate and evaluate submitted quotations before recommendation to award.
 - Ensure the current warranties and maintenance of equipment is monitored and is not jeopardized by subsequent permanent or temporary rental of equipment.
 - Plan and monitor AV and lighting equipment testing, troubleshoot technical issues, and carry out repair, maintenance and upgrading works to ensure that all equipment is in good working condition.
 - Plan and develop training in the use of multi-media equipment used in the department and relevant venues for the purpose of event AV support.
 - Assess and monitor update of stock and inventory, ensure proper storage and usage, and track the issue/return of loan equipment.
 - Liaise with external vendors on delivery and installation, repair and maintenance of equipment and any technical service support required.
 - Schedule the preventive maintenance service of AV equipment in the classrooms and designated venues and to co-ordinate the maintenance schedule with the appointed service provider.
 - Maintain general housekeeping to upkeep the classrooms, designated venues, storage and workshop areas.
 - Undertake a Risk Assessment for each event and ensure safe working practices throughout the venues at all times. Identify workplace health, safety and security aspects of event productions, and work with the event organiser to ensure compliance to rules and regulations in the event and performance venues.
 - Liaise with the Operations department on facility maintenance services, and assist in supervision of M&E, building, addition & alteration, and housekeeping works in the classrooms and performance venues.
 - Evaluate new products with the AV Technicians and put forward recommendation on AV, lighting, multi-media and theatre technology for development and acquisition.
 - Ensure compliance with the standards and guidelines as developed by the department for the use of AV and multi-media resources.
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Technical Knowledge and ICT Skills

- Maintain and develop own knowledge of audio, video, lighting, staging and multimedia systems used across the School, including the control operation, troubleshooting, repair and maintenance of this equipment.
- Maintain an up to date knowledge of computer systems and application software used, including Apple and Windows OS; Microsoft Office; audio & video editing, multi-media design, drawing and drafting tools.
- Ensure that AV Technicians have appropriate knowledge and skills to carry out their duties.
- Assist event organisers in the preparation of AV presentation materials when necessary.

Communication

- Liaise with members of the IT, Operations, Music, Drama, KAPA and other relevant School departments to ensure smooth co-ordination of tasks for particular events.
- Maintain active and effective communication with event organisers and relevant service providers for the co-ordination of technical services to support events and productions.

General

- Maintain a standard of personal image in keeping with the role and operate within the policies of the School.
- Demonstrate a positive attitude, punctuality, diligence and resourcefulness in carrying out duties.
- Be flexible and undertake any other reasonable responsibilities and duties as requested by the Head of IT from time to time.
- Report on work progress, and any issues, to the Head of IT.
- Work independently with minimum supervision, or as part of a larger team.
- Develop the designated role and responsibilities and take an active role in personal development and the development of the organisation.
- Maintain an accurate and up to date record of all Professional Development activities.
- On an annual basis, complete the Review and Development exercise and undertake identified development opportunities.

Personal Attributes

- Demonstrate effective interpersonal skills with staff, students and parents.
- Able to communicate effectively with a wide variety of event owners and stakeholders.
- Excellent personal organisation skills.
- Can do attitude combined with problem solving skills.
- 'Unflappable' personality – used to performing under pressure.

WORK HEALTH & SAFETY

The AV Manager will actively support and contribute to the maintenance and development of a safe working environment by:

- Active involvement in the work of the WHS committee
- Managing broader WHS compliance in accordance with legislative requirements
- Working within the WHS management systems that have been adopted by the School

LENGTH OF TENURE AND APPRAISAL

The AV Manager is appointed on a full-time, permanent basis following the successful completion of a six month probation period and performance appraisal. The AV Manager will undergo a process of Performance Appraisal at regular intervals.

REMUNERATION

The remuneration for the position will be commensurate with qualifications, skills and experience and in accordance with the terms and conditions of *Independent Schools NSW (Support and Operational Staff) Multi-Enterprise Agreement 2017*.

Superannuation Guarantee at the current legislative rate will be paid by the School in addition to salary.

Please note: Successful applicants will be required to provide the School with a current Working with Children Check number in accordance with Child Protection legislation